

Notification of Program Changes

Policy

FNS Instruction 113:

2. Inform potentially eligible persons, applicants, participants, and grassroots organizations (particularly those in underserved populations), of programs or changes in programs. This includes information pertaining to eligibility, benefits, and services, the location of local facilities or service delivery points, and hours of service. This information can be communicated by methods such as, but not limited to, Internet, newspaper articles, radio and television announcements, letters, leaflets, brochures, computer-based applications, and bulletins.

Authority

FNS Instruction 113: IX Public Notification, B (Methods of Public Notification), 2

Procedures

Participants must be notified of changes in:

- Eligibility standards
- Location of agency offices and clinics
- Hours of operation
- Waiting lists
- Priority system for filling vacant slots

Long-Term Program Changes

Before implementing a long-term program change, such as a new clinic site, change in clinic site, or elimination of a clinic site, the agency must submit a completed Iowa WIC Program Request for Clinic Approval form to the State WIC Program via the Correspondence section of IowaGrants.gov. This form can be found on the WIC Web Portal under the Resources section and in the Civil Rights Forms section. Long-term changes in hours of operation should also be submitted via the Correspondence section of IowaGrants.gov. Local agencies must obtain written approval from the state office prior to making any changes.

A completed request form must be submitted no later than 90 days prior to the anticipated action.

Approval of a long term change will be based on several factors including, but not limited to:

- Number of participants and potential eligible to be affected
- Distance to the nearest WIC clinic
- Availability of other clinics within the county
- Financial impact on the local agency
- Availability of funds
- Clinic staffing

- Internet accessibility

An updated WIC Service Delivery Table and WIC Service Delivery Calendar must be uploaded to IowaGrants.gov before implementing these long-term changes. These forms can be found in the current WIC RFA/RFP.

Participants must be notified 60-days in advance of long-term program changes. The agency must obtain approval from the Iowa Department of Public Health for a notice period of less than 60-days.

If a clinic must move or close due to uncontrollable circumstance, such as loss of current clinic site, the state office should be notified immediately. An expedited process will be worked out that allows for proper notification of clients and continuation of services.

Short-Term Program Changes

Location of clinic, hours of operation, or scheduled days may need to be changed due to site conflicts, holidays, bad weather, or other special situations.

Notify participants, local agency outreach offices, and the state WIC office of short-term program changes as quickly as possible through radio or television announcements, telephone contacts, newsletters, or mailings.

Agencies must have a written clinic cancellation policy and give that information to all new participants. It is particularly important that participants know how cancellations will be announced due to bad weather.

Best Practices

If a clinic must be canceled due to a short term program change, make every effort to reschedule the clinic.